

AVAILABLE BILINGUAL SERVICES

The State of California has bilingual resources available to assist non-English speaking persons in accessing state government information and services. The law requires departments to explain or translate information and services to the public into any language spoken by 5 percent or more of those served. This does not preclude departments from providing services if the 5 percent threshold is not met. Departments will determine whether to provide access by use of certified bilingual staff, or interpreters. Additionally, departments may provide copies of documents, forms, or other written materials, translated into other languages. If a department does not have its materials translated, it may provide an interpreter to explain the information and assist the public in completing any required documentation.

An Interpreter Service Notice or Language Access Poster that explains the right to receive service in a person's language and how to request language assistance should be displayed by all departments in areas accessible to the public.

LANGUAGE ACCESS COMPLAINTS

If a department has not provided the requested translated materials or interpreter services, you should request to speak to a manager in charge. Departments are required to have a process for receiving language-access complaints and should have information regarding their process posted in their public offices. If the department is unable to assist, or provide the requested language access, you may call the California Department of Human Resources Language Access Complaint Line at 1-866-889-3278. This telephone number will connect you to a voice recorder where you can leave a message explaining the details of the complaint. The Bilingual Services Program will follow-up for resolution with the department. These voice recordings contain instructions in the following languages: English, Armenian, Arabic, Cantonese, Farsi, Japanese, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, and Vietnamese. For assistance outside of these languages, contact CalHR's Bilingual Services Program at (916) 324-0970.